



June 27, 2014

Announcement 766

Clarification of Prior Authorization Turnaround Expectations

The following turnaround times clarify the process for prior authorization (PA) requests. Please note that HP Enterprise Services (HPES) processes all PA requests as quickly as possible and most reviews will be done before the times stated below.

Note: These times do not include requests pending for additional information or for physician review, and does not take into account holidays.

For inpatient Medical/Surgical and Behavioral Health (BH) requests:

- If the request is submitted before 5 p.m. Monday, it will be completed prior to 8:00 a.m. Wednesday.
- If the request is submitted after 5 p.m. Monday, it will be completed prior to 8:00 a.m. Thursday.
- If the request is submitted before 5 p.m. Thursday, it will be completed prior to 8:00 a.m. Monday.

For outpatient Medical/Surgical, Ocular, Audiology and DME requests:

- If the request is submitted Monday before 5 p.m., it will be completed prior to 8:00 a.m. Thursday.
- If the request is submitted Monday after 5 p.m., it will be completed prior to 8:00 a.m. Friday.

For outpatient Behavioral Health, including BH Rehab, Residential Treatment Centers, Home Health, Hospice, ICFMR and Adult Day Health Care:

- If the request is submitted Monday before 5 p.m., it will be completed prior to 8:00 a.m. Tuesday morning the following week.
- If the request is submitted Monday after 5 p.m., it will be completed prior to 8:00 a.m. Wednesday morning the following week.